



# ANNUAL REPORT 2020-21

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## About Us

Anglican Family Care is a social services agency that has served the people of Dunedin and Otago since 1970. Our main office is based in Dunedin, with other branches in Balclutha, Oamaru, Alexandra and Wanaka.

Our main focus is tamariki (children), rangatahi (young people) and their whānau (family) but we also provide services that support individuals in need.

Our services are for all people regardless of beliefs because we respect the values and beliefs of the Anglican Church, especially “to respond to human needs by loving service”.

### Our Vision

Strong, connected and thriving whānau and tamariki.

### Our Mission

Working together with Otago whānau to make change that inspires hope for a better future.

### Board of Trustees

Ruth Zeinert (Chairperson),  
Sian Adamson, Bishop Steven Benford,  
Elisabeth Cunningham (Bishop’s Delegate),  
Kyle Forde, Jim Hawker, Diana Hudson,  
Jo Kingi, Bruce McCormick,  
Annabelle Cullinane (Intern Director).

### Definitions:

*Tamariki (children), rangatahi (young people), whānau (family), pēpi (baby), te tamaiti (the child)*

### Cover image:

Wall murals commissioned by Anglican Family Care, painted by Ōtepoti based artists Guy Howard-Smith and Aroha Novak in 2016.

## Our Values



**Whanaukataka**  
Our core values encompass all aspects of whānau. We promote and generate respect for each other, and for those with whom we work.



**Kotahitaka**  
We endeavour to enhance our work by building lasting relationships on a strong foundation.



**Manaakitaka**  
We honour our responsibility to be respectful, supportive and honest in our communications.

**Mahi Tahī**  
We work together to create an environment in which diversity is acknowledged and nurtured.



**Whakahirahira**  
We strive for the very best at all times with all people and seek to be professional in all situations.



**Awhinataka**  
We recognise that when we support others we are at all times acting for the whole agency and for all people.



## Our Services

### Family Start (FS)

Provides support, advocacy and information about health and safety to parents of pēpi.

### Home-based Family Support (HBFS)

Provides support, advocacy and advice for parents / caregivers of tamariki (up to 18 years). We also deliver one-on-one parenting courses and, in Dunedin, respite care.

### Restorative Justice (RJ)

A response to crime that aims to hold offenders accountable and to help restore the harm to victims.

### Social Workers in Schools (SWiS)

Supporting tamariki at the following Dunedin schools: Brockville, Bathgate Park, Carisbrook, Concord, and Pine Hill.

### Counselling and Play Therapy

Therapeutic services to help tamariki and parents deal with trauma, loss, attachment, abuse, or grief.

### Family Centred Service (FCS)

Holistic social work support to reduce the risk of family harm re-occurring in whānau.

### Community Connector Service (CCS)

A navigation service to individuals and whānau negatively impacted by the COVID-19 pandemic.

### Strengthening Families (SF)

A facilitated process to support whānau when they are working with multiple agencies and government services.

### *OCEANS*

A grief and loss programme supporting tamariki and parents who need tools to deal with grief due to change and loss in their lives.

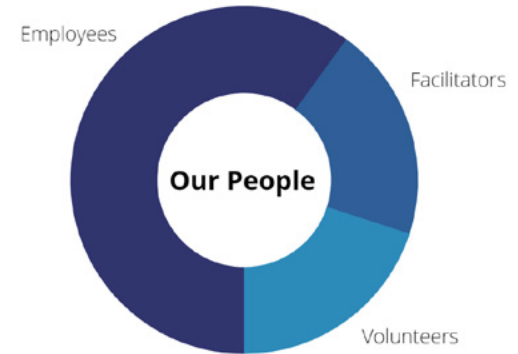
## Our People



### Staff Celebrations

Over the past year, three Dunedin based staff have celebrated milestone anniversaries, congratulations to;

Ngarangi Matthews – Family Start Team Leader who celebrates ten years,  
Cathy Donald – Family Start Whānau Worker celebrated twenty years, and  
Terri Goddard – Home-based Family Support Team Leader has celebrated twenty-five years of service.



“ During these extraordinary times we continue to take very seriously our obligation to our communities and the whānau we serve, the health, safety and wellbeing of our staff and community is priority. ”





## Chairperson's Report



It is my pleasure to present the forty ninth Annual Report of the Anglican Family Care Centre Incorporated Trust for 2020/2021.

The financial year ended 30 June 2021 recorded a net surplus of \$36,611, a very pleasing outcome which follows on from a similar modest surplus recorded last year. Total revenue was up 8% on last year at just over \$3.4m, driven predominately by increases to government contract funding and some additional short-term contract lines related primarily to COVID-19. Total expenses increased in line with additional revenue and employee costs, making up 78% of total expenses, represent the majority of our expenditure.

Income received for the year from fundraising, donations, grants, and other income totalled \$359,726 (2020: \$374,391). We are always very grateful for the generous contributions received from our donors. This year, we are especially thankful for the significant grants from Otago Community Trust, Central Lakes Trust, Lion Foundation, Dunedin City Council, and Trinity Foundation.

2021 marks the 50th anniversary of Anglican Family Care, certainly an occasion to celebrate. We will be ever grateful for the hard work of author Julia Stuart which resulted in the launch of Southern Service (The First Fifty Years of Dunedin's Family Care Centre), a wonderful chronicle of our history. The gift of this book has provided many opportunities for us to reflect on our past and remind ourselves of the kaupapa and vision that drives us forward. A special acknowledgement must be made to The A H & A I Reed Fund and Otago Community Trust for their funding contribution towards publication of the book.

Early this year, we welcomed our first intern director, Annabelle Cullinane, to the Anglican Family Care board. This is an exciting new initiative for the agency, and we are already benefitting from the addition of a young person's perspective to strategic discussions. We hope that providing this opportunity to join an experienced board of trustees will give Anabelle, and future interns,



insight into the role of governance and a forum for them to contribute to an organisation providing social services in their community.

Annabelle joined our established and skilled board of Sian Adamson, Bishop Steven Benford, Elizabeth Cunningham, Kyle Forde, Jim Hawker, Diana Hudson, Jo Kingi and Bruce McCormick. I acknowledge and thank all trustees for their considered and valued input this year as we continue to recover from the effects of last year's COVID-19 lockdown.

In June 2021, we reluctantly received notice of the resignation of board member Joanne Kingi. Joanne's contribution to the board over the past two and a half years has been significant, in particular with regard to our mahi of striving to ensure Anglican Family Care is a place where tangata whenua feel a sense of belonging and where te reo Māori, and Māori values and culture, have the space to flourish.

Anglican Family Care's staff are our true assets. Their passion and dedication to making a difference in the lives of those we serve are inspiring, and on behalf of the board, I say a heartfelt thank you; you are valued. Ka mihi nui to our senior management team of General Manager Mike Williams, Practice Manager Jane Hutton and Fundraising, Marketing and Communications Manager Donna Davidson for your leadership and guidance; it is a privilege to work with you.

I move the adoption of the Chairperson's 2020/21 Report of the Anglican Family Care Centre Incorporated Trust.

Ruth Zeinert

In the last 12 months,  
Anglican Family Care have  
supported approximately



Otago tamariki



# General Manager's Report



2021 is a special year for Anglican Family Care as we mark the 50th anniversary of our formal inauguration in June of 1971. Born from the vision of the Anglican and Methodist Church communities and our first Director, Bob Walton, we have grown and held our space as a trusted and professional provider of services and programmes to whānau and tamariki across Otago.

In April, we launched a book documenting the journey of the agency, Southern Service. Authored by Julia Stuart, to whom we owe our deepest gratitude, the book traces our history from those early steering and planning committees through to the current day. The launch event was an opportunity for those involved with the agency, past, and present, to gather, celebrate and reflect. For those of us entrusted with carrying the vision and mission of the agency today and into the future, there is an obligation to honour this legacy, something I am confident we are achieving.

The last year has been somewhat unsettled, with COVID-19 lurking ever present in the background. We consider ourselves extremely fortunate not to have experienced the interruption our colleagues in Auckland have endured, with multiple lockdowns. We are glad to be enjoying a much more normal day to day life, and the introduction and gradual rollout of the government COVID-19 vaccination programme is certainly reassuring. We are also pleased to have been able to provide support to those affected by the pandemic in the South Otago area

through the provision of a community connector position funded by the Ministry of Social Development.

The Royal Commission of Inquiry into Historical Abuse in State Care and in the Care of Faith-based Institutions has progressed its work, with hearings taking place throughout the year. It is heart-breaking to hear the testimony of the survivors of abuse as they recount their childhood experiences in care, but we must collectively be prepared to listen, to acknowledge their pain and the wrongdoing of those charged with keeping them safe. There is still a need for safe, loving and nurturing whānau and community care services for some of our more vulnerable tamariki and rangatahi, and we must ensure as a sector that for them the experience is guided by aroha, manaaki and is centred around their needs.

**Waiho i te toipoto, kaua i te toiroa**  
*Let us keep close together, not wide apart*

Collaboration has been a key focus in our work for the past year. We are working with community partners in building capacity around family violence in two of the rural communities we serve. We formalised a relationship with Tokomairiro Waiora

Inc. in South Otago, and Presbyterian Support Otago and Mid-South Island Women's Refuge and Family Safety Services in North Otago. We look forward to progressing this work throughout the coming year. We are also very pleased to be one of ten member organisations of the Integrated Practitioner Accelerator programme in Dunedin. A community driven response to workforce recruitment issues, and one that continues to grow momentum.

The support of contracting partners, funders, donors, and volunteers throughout the year has once again been invaluable. We put significant effort into maintaining productive and respectful relationships with those who support us. Our enduring responsibility is to ensure that this support translates into positive ongoing outcomes for tamariki and whānau. We humbly accept the trust you continue to place with Anglican Family Care to do this.

Our relationship with the Anglican Diocese of Dunedin remains strong, and I am grateful for the ongoing support of Bishop Steven Benford and his team. I have enjoyed the opportunity

to represent both the agency and the diocese through my ongoing role on the National Executive of the Anglican Care Network (ACN). There is some positive challenge ahead as we seek to reimagine the ACN's place within the three tikanga Anglican Church.

### **Tē tōia, tē haumatia**

*Nothing can be achieved without a plan, workforce, and a way of doing things*

Our board of trustees continues to provide an informed strategic perspective to drive the agency forward toward its vision. We were very fortunate to have Ruth Zeinert step into the chair position following Jim Hawker's six-year tenure. We are so very grateful to Jim for his contribution and extremely pleased that he remains on the board. Our management team works closely together, and we are collectively focused on the challenge of meeting the need and making a difference. I am grateful to have such thoughtful and wonderfully capable colleagues. I must also acknowledge the support of Mere and Monty Montgomery as we seek to progress our understanding of tikanga and mātauranga Māori and its place in our everyday work.

**He aha te mea nui o te ao? He tāngata, he tāngata, he tāngata!**

*What is the most important thing in the world? It is people, it is people, it is people!*

As always, to our practice workers who are charged with the tremendous responsibility of going into the communities, homes, and lives of the whānau we support. All the strategy and planning in the world come to nothing without the incredible work they continually do across the rohe with such skill and commitment. Thank you. And I extend that thanks to our wonderful administration team, who keep the machinery in motion to support the agency's objectives.

Anglican Family Care is undoubtedly the sum of many parts drawn together in pursuit of a common vision that must remain at the fore with all that we do: strong, connected and thriving whānau and tamariki.



Mike Williams

# Practice Manager's Report



## COVID-19

COVID-19 has continued to impact our work as the world has become more uncertain and, for some, more stressful and anxiety-provoking. We have worked hard to keep engaging with our clients despite home-visiting at times being disrupted by the COVID-19 screening process. Whānau on lower or fixed incomes have fewer financial buffers in their lives to cope with the realities and challenges of

life. Consequently, they have less shelter, stability, or protection when COVID-19 related impacts arise. While whānau can be highly resilient, the layering of stressors has sometimes overwhelmed their ability to thrive. We are committed to walking alongside whānau with complex psycho-social situations for as long as they need us.

We have reacted to the impacts brought on by COVID-19 by accessing a temporary grant from Oranga Tamariki, which increased our capacity during the national response to COVID-19. In Central Otago, our team leader worked with schools to ensure they knew the referral pathways for accessing support. We ran two groups of the Circle of Security (COS) Early Intervention programme in Dunedin and increased our therapeutic services in South Otago and Dunedin. In North Otago, we increased our capacity to deliver the Family Start (FS) programme, and put extra resourcing into the OCEANS Grief and Loss programme to manage the backlog of group sessions delayed by lockdown last year.

We have incorporated some of the positive ways of working that lockdown last year inspired into our agency.

For example, our staff can work from home, and we use the Microsoft Teams video-calling app to connect the whole-of-agency for quarterly staff meetings and one-on-one supervision without the time and cost of travel. This supplements our face-to-face meetings. A significant amount of staff training with outside providers has been conducted online also.

## Circle of Security

We have seen tangible benefits to clients through the COS Early Intervention programme. In addition, we have significantly invested in our Home-based Family Support social workers to train to become Registered Circle of Security Facilitators®. COS is an evidence-based intervention driven by years of attachment research that focuses on strengthening the connection between the parent and te tamiti. This is a foundational piece of work that benefits any te tamaiti-parent relationship. It is of particular benefit to whānau who have experienced adverse childhood experiences themselves. Without a good attachment, it is often a struggle for parents to implement parenting strategies. By focusing on the parent-

te tamaiti relationship, parents can understand te tamaiti's behaviour is a message to communicate what they need. The parent will recognise te tamaiti is seeking connection as opposed to correction.

### Family Start

We are proud to be delivering the Family Start (FS) programme across all our sites in Otago. Oranga Tamariki's evidence centre released their evaluation findings on the impact and effectiveness of the programme this year. FS is a voluntary home-visiting programme that supports whānau to improve tamariki's health, learning and relationships, whānau circumstances, environment, and safety. Overall, the evaluation results indicate this service positively impacts the wellbeing and safety of participant pēpi and their whānau. Pēpi's participation in FS is associated with reducing deaths from all causes in their first year of life and improving engagement with health-promoting public health services. Whānau receive an effective, reliable, and safe service from the FS programme and whānau consider that it has improved their parenting skills.

It has been a busy year full of positive change for AFC. We are confident we are laying the groundwork for enhancing and strengthening people's ability to address and manage positive change.



Jane Hutton



FS mum Brooke with her 2-year-old Lachlan as he learns how to put his shoes and socks on. Brooke and Lachlan didn't have a good early start but, with intervention from their whānau worker Lisa, their bond has grown. "With my worker I could be honest about anything," Brooke said. "Lisa really helped with ways of parenting, she's been through a lot with me, and comes up with activities to challenge our children and take them out of their comfort zones a wee bit."

# Year Highlights

## North Otago

The local community has fully embraced North Otago services over the last twelve months, providing a range of practical assistance for clients, including donations of knitting, cleaning products, supermarket vouchers, eggs, and free swimming lessons.

There has been a raft of culinary support from local community groups, 'Meals4Mums' have provided up to five cooked meals for whānau directly after the birth of their pēpi or in circumstances when extra support is required. 'Good Bitches Baking' also offers a little kindness through baking delicious treats for whānau going through a tough time.

'Laps Not Apps,' a joint initiative launched in 2019 by AFC, Oamaru Kindergarten, and SKIP, ensuring that tamariki have free access to books, is now a self-sustaining project. There are thousands of books in circulation with 'read me, love me, pass me on' stickers on them, and we no longer advertise for books when people finish reading them as they get returned to one of the many sites in the community. In addition, we purchased te reo Māori, Tongan, and New Zealand Sign Language books for tamariki through the receipt of a local grant. This initiative further compliments our work and enriches language education for FS whānau.

This year has seen some changes with staff in North Otago. The new team has multi-disciplinary backgrounds with skills in social work, early childhood education, and nursing.

The team joined other North Otago agencies in a five-week te reo Māori course. As a result, staff are now more confident using te reo Māori with one another and clients.

Team Leader Sue attends weekly Family Violence Interagency Response System (FVIARS) meetings; this helps inform safety assessments and plans for whānau or individuals who experience family harm. In addition, we entered a collaborative relationship with Presbyterian Support Otago and Mid-South Island Women's Refuge and Family Safety Services to review and build capacity in the FVIARS process to build better outcomes for at-risk whānau. "Collectively, we continue making positive outcomes for whānau we work with; it is a privilege to support the community to make sustainable changes that provide improved outcomes for tamariki."

## OCEANS

The OCEANS programme in North Otago supports tamariki who need tools to deal with grief due to change and loss in their lives.

Awareness of the OCEANS programme is increasing in the community with a corresponding increase in referrals from schools, agencies, and through word-of-mouth. This has resulted in forty tamariki attending OCEANS groups since July 2020, which is more than double the numbers we had last year. In response to this increase in demand, we have trained four new volunteers, which means we now have ten amazing volunteers who give their time to facilitating groups. In addition, we temporarily increased our OCEANS programme co-ordinator's hours from May 2021 to build capacity and meet the emotional needs of the area due to the impact of COVID-19.





Maria, our OCEANS programme co-ordinator, comments: “One of the things I enjoy most about facilitating the groups is seeing tamariki open up and gain confidence in talking about the big issues they are facing. It’s also encouraging to get feedback from their caregivers with the positive changes that have happened in tamariki behaviour at home.”

At the end of each group, we ask both caregivers and tamariki to fill in an evaluation sheet to celebrate what we are doing well and see if there are any areas we can improve on. The feedback has been overwhelmingly positive, with caregivers making comments such as “[My child] has started to talk more about things and not get as angry as he used to. I think OCEANS is well worth it.” “OCEANS is a very positive experience, great to be in a group with kids their own age discussing grief and loss. A sense of not being the only one. All done in a child-friendly way.” “Those that run it are absolutely lovely and put kids at ease. Mondays were definitely [my child’s] new favourite day.” Tamariki are also very good at giving feedback and have made comments such as “I learned it’s ok to talk to other people about how you feel.” “OCEANS is help for emotions.” “OCEANS helped me calm down.” “Now I can tell Aunty when I’m sad or not.”

**44** TAMARIKI, RANGATAHI AND ADULTS ASSISTED WITH MANAGING THEIR FEELINGS OF LOSS AND GRIEF THROUGH OCEANS GRIEF AND LOSS PROGRAMME (AN INCREASE OF OVER **200%** FROM THE PREVIOUS YEAR)







## 56

### WHĀNAU SUPPORTED ACROSS THE CENTRAL OTAGO/QUEENSTOWN LAKES AREA

#### Central Otago/Queenstown Lakes

Despite us working under a cloud of COVID-19 worry, we have managed as a service to continue delivering consistent support to whānau across the Central Otago/Queenstown Lakes area in the past year. We have had to be creative to ensure client engagement when face-to-face home visiting has been a challenge. It has been helped by staff supporting each other and learning to work differently. Whānau, have also proven their resiliency, and we are privileged to work with them at times of such complexity and stress.

Mental health and wellbeing are certainly topical, and we have again faced a year of access issues for therapeutic support. The shortage of therapists in the area continues to be an issue, and our practice model allows us to support whānau until a therapist becomes available. Mental wellbeing is often the result of welfare, housing, and relationship issues and despite many of our clients being in paid employment, warm dry, available housing and just making ends meet is a huge stress.

This year has seen some team staff changes, with two new staff each bringing a very valued skill set in social work and education.

This past year we have developed stronger relationships with the education community, from preschools to colleges. In this way, we hope to identify issues for whānau at an earlier stage and create and improve pathways to support them.

As we are tenants in both Alexandra Community House and the Wanaka (Community) Hub, this allows us to have closer working relationships with other providers. This gives us a more connected view of our communities and trends and issues that may occur, and potential ideas for action.

The Anglican parishes across the area have continued to support our work in many ways. We have surprise drop-offs of pēpi essentials, beautiful knitting, and lovingly made baby mats turning up at our door. Thank you to you all, as sometimes these gifts are anonymous. They are very appreciated by our whānau.

### South Otago

Our multi-disciplinary team supports the Clutha community in various ways, restoring wellbeing and equipping whānau to care for and protect their tamariki and rangatahi.

In South Otago, we are seeing whānau with multiple stressors often underpinned by housing availability/affordability, relationship breakdowns, and financial issues that impact mental health and wellbeing. Some clients have experienced traumatic events in their lives who often require long-term intensive support.

The past year has continued to be challenging as we supported whānau and tamariki to manage the disruption and uncertainty created by COVID-19 post lockdown.

As part of the government's post-COVID-19 response, we were asked to deliver a community connector service until June 2022. The service was quickly set up to work with community sectors to ensure people affected by COVID-19 can access the information and services they need. The service has been accessed by a variety of people, often men and other people who otherwise would not have accessed social services or do not meet the criteria to access services. Clients have been linked to mental health services, drug and alcohol services, and employment opportunities. Many needs have been met, from simple support in online applications to supporting homeless people or those experiencing complex family harm.

SINCE 1 OCTOBER 2020, **42**  
REFERRALS WERE RECEIVED BY THE  
COMMUNITY CONNECTOR SERVICE

**106**  
WHĀNAU ENGAGED WITH OUR  
SERVICES IN SOUTH OTAGO

Another outcome of the community connector role has been the close working with The Clutha Budget Advisory Service and distributing food through KiwiHarvest to clients.

We received additional funding to extend our counselling service an extra day a week to meet an increased therapeutic need. Our counsellor also works with whānau and tamariki, requiring therapeutic support after experiencing family harm.

We provide social work interventions, safety plans, and support for whānau experiencing significant family violence issues. AFC and Tokomairiro Waiora Inc. have partnered to support expertise in shaping safety plans and risk assessments at FVIARS meetings. A reciprocal Tuakana/Teina relationship has been adopted, and we are co-designing a pathway to upskill both organisations and offer training opportunities for staff who work with family harm.

We continue to run the monthly South Otago Interagency meetings, which promote effective joined-up responses to family violence, and other community issues affecting the community. In addition, knowledge and resources are shared to improve service capacity.





## Year Highlights

### Family Start Dunedin

Our whānau workers have had a range of professional development opportunities over the last year, including attending the Brainwave Conference 2021, and the Māori Pasifika Symposium. In addition, two of our whānau workers trained in the COS Early Intervention programme and delivered the eight-week programme to our FS team. The programme has familiarised whānau workers with COS concepts to support whānau to become more attuned and responsive to their tamariki and nga pēpi emotional needs, strengthening the parent and pēpi attachment.

Peer supervision is another valuable part of our whānau workers' functionality, providing opportunities for colleagues to share their knowledge and support each other in the intense work they do with whānau.

This is what whānau tell us about the support they have received from their whānau worker:

"My FS worker offered support and encouragement when I was at my lowest point.

I knew she was always a phone call away when I needed help. She sought out services and resources to help me with the things I was struggling with and always shared kind words of encouragement to assure me I was doing a good job and being the best mum I could be at times when I felt like I wasn't good enough. This helped me to overcome my obstacles and gain confidence in myself which I am extremely grateful for."

"I am extremely grateful for the service!"

"I would just like to take the time to thank her for her hard work and for her emotional and informational support through what was an extremely hard time. There were times I felt like she was the only one listening when I was in a pretty dark place and asking for help. The worker's support has been tremendous!"

IN DUNEDIN WE SUPPORTED **133** WHĀNAU

# 73%

DUNEDIN CLIENTS  
ENROLLED WITH A PHO

# 86%

TAMARIKI IN DUNEDIN LIVE  
IN A SMOKE FREE HOME

# 82%

TAMARIKI LIVING IN DUNEDIN  
ARE FULLY IMMUNISED

# 75%

TAMARIKI LIVING IN  
DUNEDIN 18 MONTHS AND  
OLDER ATTENDING EARLY  
CHILDHOOD EDUCATION  
(7% ARE ON A WAITING LIST)



## Year Highlights

### Home-Based Family Support Dunedin

Our HBFS service remains busy. Demand for the service continues to be larger than the capacity to deliver, so there is a waiting list for the service. Referrals often have a high level of complexity, with multiple factors impacting the family. Our service is able to walk alongside and take a goal-based approach and/or provide an in-home one-on-one parenting course. We consistently get feedback that our worker's relationship with client whānau is a significant part of the intervention we provide. A trusting relationship is required to undertake the sensitive work. Our service works at the client's pace, which can mean intervention times are extended. We have received referrals for former refugee whānau and are developing practice to engage with this community appropriately. We have noticed differing anxiety levels in the community around COVID-19 and try to ensure that people have appropriate information and support if needed.

The COS Early Intervention programme continues to be well received by parents/caregivers. Feedback from clients shows that it positively impacts tamariki and their relationship with their parent/caregiver, particularly for whānau that have experienced trauma, such as family harm. We are excited that plans have been confirmed to train our permanent HBFS workers to increase capacity to deliver this intervention.

Our caregiver liaison social worker continues to focus on building our caregiver pool to deliver a responsive respite care service. Caregiving is a unique role, and we value the respite care our caregivers provide to support whānau.

OVER **98%** OF WHĀNAU WHO ENGAGED WITH THE SERVICE IN DUNEDIN FELT THEIR NEEDS WERE MET



## Year Highlights

### Social Workers in Schools

A significant development in the Social Workers in Schools (SWiS) service has been our social workers undertaking Riding for the Disabled (RDA) Coaches training to expand their work with tamariki to include working with horses. Horses are amazing creatures, and research suggests many benefits for tamariki who spend time around them. The Horse Sense group was developed by our social workers as a non-mounted therapeutic programme, using horses to support tamariki in the challenges they were experiencing. While the concept is simple: to build a relationship with a horse by providing care and completing activities with the horse they are paired with, it also achieved other objectives, including increasing confidence and self-esteem, developing a stronger sense of empathy, and improved communication and learning life skills. In addition, simply being in the environment with the horse was calming and relaxing for the tamariki and supported emotional regulation. Strong positive relationships and bonds were formed between the tamariki and "their" horse. The first group has recently finished, and planning is underway for the second group in Term 3.

SWiS have also used interacting with animals in other groups. These include PAWS (Positive Animals with Students) which involves visits to various settings and opportunities to interact with animals (e.g., Urban Farm at Kaikorai Valley College, Franza Farm Tours, DCC animal control) and a Pony Pals group that involved a group helping with the practical tasks of looking after horses at RDA. Tamariki participating in these groups experienced similar successes and benefits as The Horse Sense Group.



275

TAMARIKI WHO PROVIDED  
FEEDBACK WHERE SATISFIED OR  
VERY SATISFIED WITH THE SERVICE

OUR SWIS PROVIDED PROGRAMMES  
TO **328** TAMARIKI AND RANGITAHU  
IN **5** DUNEDIN SCHOOLS

## Year Highlights

### Therapeutic Services Dunedin

#### Play Therapy Service

This year the play therapy service has expanded to support adults, as well as continuing to provide therapeutic support to tamariki. Our play therapist has completed the COS Early Intervention programme training, enabling her to deliver this programme to individuals and groups to enhance the attachment with their tamaiti. Some parents struggle to engage in play with their tamariki. This has been an area our service has been able to support - this can include individual sessions with the parent/caregiver and then introducing joint sessions with tamaiti to facilitate developing play into the relationship. Individual work with tamariki remains a core part of the service.

# 28

TAMARIKI PARTICIPATED  
IN PLAY THERAPY

WE DELIVERED **186**  
PLAY THERAPY SESSIONS  
(EXCLUDING **15** CIRCLE OF  
SECURITY SESSIONS)



# 55

CLIENTS ENGAGED IN 296  
COUNSELLING SESSIONS

#### Counselling Service

Our Dunedin based counselling service continues to provide short-term individual counselling to parents and caregivers. This counselling supports parents/caregivers in building resilience, strengthening their parenting relationships with their tamariki, and enhancing their wellbeing.

Our counsellor is completing the COS Early Intervention programme training, which will enable her to further support clients with their attachment and relationships with their tamariki. It will also give another option for how clients can engage with the service.

"Mel exceeded my expectations and made my experience comforting and gave me a sense of accomplishment, as every week we went from strength to strength. I felt a relief to see her every week as I really trusted and believed in her guidance, that really got me through a stressful time...."



# Year Highlights

## Restorative Justice Otago

The Ministry of Justice funds RJ Otago to provide restorative justice services to the Dunedin and Alexandra courts. This community-based justice programme offers victims of a crime an opportunity to participate in a process to address the harm done. Referrals are received through the courts or the Police Diversion Scheme. Participation in an RJ meeting is voluntary for the victim and the offender. Both parties are invited to meet together with trained facilitators to discuss what happened and what can realistically be done by the offender to put things right for the victims.

Our RJ facilitators are a very passionate, skilled, and experienced team who achieve great outcomes for victims and the community. This year we have successfully trained two new facilitators and are currently recruiting facilitators to attend training in October in Auckland.

The Ministry of Justice is currently conducting an RJ service review to ensure the service remains safe and effective for all participants and an appropriate and flexible justice service for New Zealanders. At RJ Otago, we will be focussing on how we can meet the needs of our community while we continue to strive to provide a service to the courts and police. This past year we have continued to raise our profile by speaking to community groups and social work and law lectures at Otago University.



**432**  
REFERRALS ASSESSED

**305**  
PRE-CONFERENCE MEETINGS

**113**  
CONFERENCES

# Year Highlights

## Client Survey Results

Client satisfaction is very important to us and we regularly monitor client perception of how supported they feel and how their progress towards their goals is going.

Clients complete an anonymous survey when they exit our service, and this is what some of our clients said...

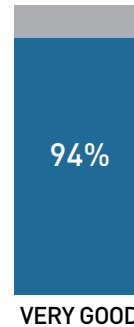
“ (MY WORKER) WAS VERY EMPATHETIC AND EMPOWERING. ”

“ THIS HELPED ME TO OVERCOME MY OBSTACLES AND GAIN CONFIDENCE IN MYSELF WHICH I AM EXTREMELY GRATEFUL FOR. ”

“ (MY WORKER) OFFERED A DIFFERENT PERSPECTIVE AND CHALLENGED ME TO THINK ABOUT MY PROBLEMS IN DIFFERENT WAYS TO FIND SOLUTIONS. ”

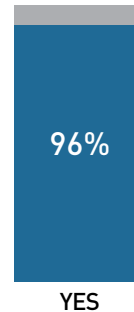
“ IT HAS BEEN GREAT HAVING SOMEONE WHO CAN COME OVER AND LISTEN AND GIVE ADVICE. ”

“ IT'S BEEN AMAZING TO DO CIRCLE OF SECURITY TO LEARN NEW WAYS TO PARENT MY 3 BOYS IN A NICER WAY, THIS HAS BEEN AMAZING AND HAS SHOWN ME IT WORKS, I HAVE LOVED DOING THIS. ”



How would you describe your overall experience of working with Anglican Family Care?

6% GOOD 0% NOT GOOD



Do you feel that you were listened to and that your situation was understood?

4% SOMETIMES 0% NO



Would you recommend this service to others?

2% NO

# Honour The Past, Celebrate The Present, Embrace The Future

## 50 Years of Anglican Family Care Published

In April we celebrated the launch of Southern Service, a book documenting the journey of the agency over the last fifty years. The result of nearly a decade of research by a dedicated committee and author and historian Julia Stuart. Tracing our history from it's conception in 1970 to the present day, it's an extraordinary story of vision, innovation, risk-taking, occasional crisis and sheer hard work.

The launch was an opportunity for those involved with the agency, past, and present, to gather, celebrate and reflect together.

**Whakahōnoretia i ngā rā kua pahure ake**  
*Honour the days which have passed by*

**Whakanuia i te rā nei**  
*Celebrate/enlarge this day*

**Whakamanatia ai ki ngā rā kei te heke mai**  
*Give (unending) value/truth to the days falling towards us*

Special thanks to author Julia Stuart, funders Alfred and Isabel Reed Fund, The Otago Community Trust, Designers / Proof-readers David and Lucy Summers, the Dunedin City Library for providing The Dunningham Suite, The I.T. Team for sponsoring refreshments and everyone who contributed and shared their stories.

## Sustainability Upgrade and Environmental Sustainability



This year, focusing on environmental sustainability and safety, we have started developing a sustainability map, beginning with upgrading eleven fleet vehicles, all with 5-star safety ratings; six are hybrid. Our commitment to protecting the environment and keeping our people safe at work continues.





AFC General Manager Mike Williams and University of Otago Senior Lecturer Shayne Walker at the launch of Southern Service.



General Manager Mike Williams with former directors Niccy Taylor and Catherine Goodyear.



Former and current staff catch up at our Book Launch.



Author and historian Julia Stuart.

## Thanks to our Wonderful Community

We are enormously grateful for the support of the Otago community over the last 12 months. In February, the House and Garden Tour Fundraiser was supported by over 150 individuals, special thanks to the seven homeowners who opened up their beautiful homes and gardens.

Relationships with Anglican sisterhood networks continue to strengthen. Collaboration with Selwyn College, St Hilda's Collegiate School, The Anglican Diocese of Dunedin, and other Christian denominations who support us, are warmly appreciated.

We have received additional financial support over the year from grants to help meet community needs due to the impact of COVID-19. Thanks to the Central Lakes Trust for ensuring it possible to meet counselling costs in Central Otago and The Otago Community Trust for extra funding to support our South Otago and Dunedin communities making a positive difference to whānau.

Support from our dedicated volunteers, referrers, individual supporters, businesses, and community funders ensures we can continue delivering essential services to vulnerable whānau and their tamariki.

A H and A I Reed Fund

ACE Shacklock Charitable Trust

Anglican Diocese of Dunedin

Callis Trust

Catalytic Foundation

Central Lakes Trust

De Winkel

Donald & Nellye Malcolm  
Charitable Trust

Dunedin City Council

Dunstan Anglican Parish

Findex - Oamaru

Findex - Dunedin

Friends of Relationship Services

Holy Trinity Anglican Parish

Kingston Sedgfield (NZ) Charitable  
Trust

Leslie Groves Hospital

Lion Foundation

Network Waitaki Community Grant

NZ Lottery Grants Board

Otago Community Trust

Pub Charity Limited

Simply Flowers & Events

St Aidan Anglican Parish

St Andrew's Maheno

St John's Anglican Parish Roslyn

St Mark's, Balclutha

St Mary's in Mornington

St Mary's Parish - Oamaru

St Nicholas Church

St Paul's Cathedral

St Peter's Church Caversham

The IT Team

The Southern Trust

The Trusts Community Foundation

Tindall Foundation

Trinity Foundation Ltd

University of Otago



In January, Jane (our practice manager), travelled to Oamaru where she was involved in the signing of the North Otago (Waitaki) District Memorandum Of Understanding between AFC, Presbyterian Support Otago Family Works and Mid-South Island Women's Refuge and Family Safety Services for ensuring NGO Family Violence expertise and participation at Family Violence Interagency Response System (FVIARS) meetings. Pictured are Dawn Rangi-Smith, Carmen Batchelor, Jane Hutton

**INTER-AGENCY RELATIONS  
ARE KEY TO ENSURING WE  
ARE SUPPORTING OTAGO  
WHĀNAU AND TAMARIKI  
ACROSS ALL AREAS.**





### House & Garden Tour Fundraiser

Thank you to everyone who joined us on our House & Garden Tour Fundraiser in February.





1. Students from St Hilda's Collegiate collected toys, books and resources to create care packs to go into Caregivers homes.
2. Network Waitaki provided us with funding to purchase a reborn doll for our North Otago office. The doll will be used to help demonstrate safe sleep, car seat safety, breast feeding positions and to educate parents on how to handle a new-born baby confidently and safely
3. Caregiver Liaison Social Worker Rose looks through the donations from St Hilda's Collegiate School.
4. Our littlest tamariki will be feeling cozy and warm in beautiful knits we receive from our valued supporters throughout the year.
5. These awesome wooden toys were donated by a local toymaker and the Taieri Blokes Shed, a generous gift for our tamariki at Christmas time.

## INGOINGS AND OUTGOINGS

1 July 2020 to 30 June 2021

### INCOME

**Total contract funding** \$ 3,114,432

#### Non-contract income

Donations \$66,320

Grant income \$231,569

Interest received \$70,382

Misc income \$25,476

**Total non-contract income** \$393,747

#### Parent body grants

Anglican Diocese of Dunedin \$36,361

**Total parent body grants** \$36,361

**Total income** \$3,544,540

### OPERATING EXPENSES

Administration, interest and professional fees \$180,883

ICT \$84,646

Occupancy \$202,586

Specific department expenses \$114,769

Staff related costs \$2,750,097

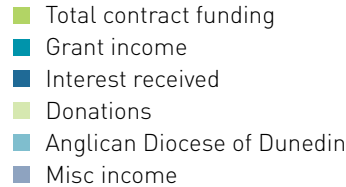
Vehicles and transport \$72,569

Toko Waiora partnership \$50,000

Depreciation \$52,379

**Total expenses** \$3,507,929

**Surplus/(Deficit)** \$36,611





## NOTES TO THE SUMMARY FINANCIAL STATEMENTS

For the year ended 30 June 2021

These are the summary financial statements of Anglican Family Care Centre (the “Trust”) for the year ended 30 June 2021.

The specific disclosures included in these summary financial statements have been extracted from the full annual financial statements dated 13 September 2021.

The full annual financial statements were approved for issue by the Trustees on 13 September 2021 and have been prepared in accordance with Tier 2 Not-For-Profit Public Benefit Entity (PBE) Financial Reporting Standards as issued by the New Zealand External Reporting Board (XRB). They comply with New Zealand Equivalents to International Public Sector Accounting Standards Reduced Disclosure Regime (NZ IPSAS with RDR) and other applicable Financial Reporting Standards as appropriate to Public Benefit Entities. A modified audit opinion has been received

on the full financial statements for the year ended 30 June 2021. The modification is a qualification that is common with other entities of a similar nature, where control over donations, fundraising and other similar revenue prior to being banked is limited. A copy of the full Trust financial statements for the year ended 30 June 2021 may be obtained by contacting the Trust on (03) 4770801.

This summary financial report cannot be expected to provide as complete an understanding as provided by the full financial statements of the Trust. This summary financial report has been examined by our auditor for consistency with the full financial statements. An unqualified audit opinion has been received. These summary financial statements were approved for issue by the Trustees on 13 September 2021.

### **Basis of preparation**

Anglican Family Care Centre is a public benefit entity and was incorporated as a Charitable Trust in accordance with the provisions of the Charitable Trusts Act 1957. These are the summary financial statements of Anglican Family Care Centre and they comply with PBE FRS 43: Summary Financial Statements. The presentation currency is New Zealand dollars, rounded to the nearest thousand dollars. The full financial statements upon which these Summary Financial Statements are based, have been prepared to comply with the Accounting Standards Framework for Public Benefit Entities and the Financial Reporting Act 2013.

### **Specific accounting policies**

All specific accounting policies have been applied on the same basis as those used in the full financial statements of the Trust.

## SUMMARY FINANCIAL STATEMENTS

### SUMMARY STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSE

For the year ended 30 June 2021	2021 (\$000's)	2020 (\$000's)
Revenue	3,527	3,278
Expenditure	3,507	3,249
Surplus	20	29
Other gains	17	8
<b>Total comprehensive revenue and expenses</b>	<b>37</b>	<b>37</b>

### SUMMARY STATEMENT OF CHANGES IN TRUST FUNDS


For the year ended 30 June 2021	2021 (\$000's)	2020 (\$000's)
Total trust funds at the beginning of year	1,266	1,229
Plus total comprehensive revenue and expenses for the year	37	37
<b>Total trust funds at the end of the year</b>	<b>1,303</b>	<b>1,266</b>

### SUMMARY STATEMENT OF FINANCIAL POSITION

As at 30 June 2021	2021 (\$000's)	2020 (\$000's)
<b>Assets</b>		
Cash and cash equivalents	132	338
Other current assets	1,246	484
Total current assets	1,378	822
<b>Other investments</b>		
Property, plant and equipment	211	129
Other non-current assets	549	804
Total non-current assets	760	933
Total assets	2,138	1,755

	2021 (\$000's)	2020 (\$000's)
<b>Liabilities</b>		
Trade and other payables	835	489
Total current liabilities	835	489
Total liabilities	835	489
<b>Net assets</b>	<b>1,303</b>	<b>1,266</b>

Approved on behalf of the Trustees:

Chairperson:  Trustee:   
 Date: 13 September 2021 Date: 13 September 2021

### SUMMARY STATEMENT OF CASH FLOWS

For the year ended 30 June 2021	2021 (\$000's)	2020 (\$000's)
Net cash from operating activities	247	240
Net cash (to) investing activities	(453)	(170)
Net (decrease)/increase in cash and cash equivalents	(206)	70
Cash and cash equivalents at beginning of year	338	268
<b>Cash and cash equivalents at end of year</b>	<b>132</b>	<b>338</b>

## ***Report of the Independent Auditor on the Summary Financial Statements*** to the Trustees of Anglican Family Care Centre Incorporated

### **Our Opinion**

The summary financial statements, which comprise the summary statement of financial position as at 30 June 2021, the summary statement of comprehensive revenue and expense, summary statement of changes in trust funds and summary statement of cash flows for the year then ended, and related notes, are derived from the audited financial statements of Anglican Family Care Centre Incorporated for the year ended 30 June 2021. In our opinion, the accompanying summary financial statements are consistent, in all material respects, with the audited financial statements, on the basis described in the notes to the summary financial statements.

### **Summary Financial Statements**

The summary financial statements do not contain all the disclosures required for the full financial statements. Reading the summary financial statements and the auditor's report thereon, therefore, is not a substitute for reading the audited financial statements and the auditor's report thereon.

### **The Audited Financial Statements and Our Report Thereon**

We expressed a modified audit opinion on the audited financial statements in our report dated 14 September 2021.



Chartered Accountants  
16 September 2021

### **Trustees' Responsibilities for the Summary Financial Statements**

The Trustees are responsible for the preparation and presentation of the summary financial statements in accordance with PBE FRS-43: Summary Financial Statements.

### **Auditors' Responsibility**

Our responsibility is to express an opinion on whether the summary financial statements are consistent, in all material respects, with the audited financial statements based on our procedures, which were conducted in accordance with International Standard on Auditing (New Zealand) (ISA (NZ)) 810 (Revised), *Engagements to Report on Summary Financial Statements*.

Other than in our capacity as auditor we have no relationship with, or interest in, Anglican Family Care Centre Incorporated.

### **Restriction on Distribution or Use**

This report is made solely to the Trustees as a body. Our audit work has been undertaken so that we might state to them those matters which we are required to state to them in an audit report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Trustees, as a body, for this report, or for the opinions we have formed.

Dunedin



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[www.anglicanfamilycare.org.nz](http://www.anglicanfamilycare.org.nz)  
Charity Commission Number: 24152